

WEST MIDLANDS FIRE AND RESCUE AUTHORITY

SCRUTINY COMMITTEE

9 DECEMBER 2013

1. **AN ANALYSIS OF PROGRESS OF CORPORATE
PERFORMANCE AGAINST 'THE PLAN' – QUARTER TWO
2013/2014**

Report of the Chief Fire Officer.

RECOMMENDED

- 1.1 THAT the Committee note the status of the Service's key Performance Indicators in the second quarter of 2013/14 (Appendix 1).
- 1.2 THAT the Committee note the progress made in delivering the six strategic objectives contained in 'The Plan' 2013/2016 (Appendix 1).

2. **PURPOSE OF REPORT**

This report is submitted to provide the Committee with an analysis of the organisation's performance against 'The Plan' for 2013/14.

3. **BACKGROUND**

- 3.1 The second Corporate Performance Review Meeting of 2013/14 took place on 6 November 2013. This quarterly meeting which is attended by the Chair of the Scrutiny Committee, Corporate Board and Strategic Managers provides a joined up method of managing performance and for providing assurance around the ongoing performance of 'The Plan'.

Performance Indicators:

- 3.2 The setting of targets against the operational and other performance indicators enables the Service to: define in key areas the improvements which contribute to making West Midlands safer and manage the resources allocated to this work. The Service is improving and meeting targets across a range of indicators.
- 3.3 Appendix 1 details performance against our:
- Operational Performance Indicators;
 - Health and Safety Performance Indicators;
 - Human Resources Performance Indicators; and
 - Strategic Objectives as outlined in 'The Plan' and milestones due for completion within the second quarter of 2013/14.

3.4 Operational Performance Indicators

There is one area where performance has deteriorated and has not met the PI targets, PI 1 - the number of accidental fires in dwellings. There are two areas where performance has improved but has not met the PI targets, PI 13 – the number of home safety check points achieved by the Brigade and PI 14 – the percentage of home safety checks delivered to those at high risk.

3.5 Health and Safety Performance Indicators

The total number of injuries is above the target for this quarter.

3.6 Human Resources Performance Indicators

Performance has deteriorated and has not met the PI target for PI 17 – the percentage of uniformed employees with a disability, PI 19 – the percentage of all employees with a disability, PI 26 - the average number of working days/shifts lost due to sickness – uniformed employees, PI 27 – the average number of working days/shifts lost due to sickness – non-uniformed & Fire Control staff and PI 28 – the average number of working days/shifts lost due to sickness – all staff.

3.7 Strategic Objectives

Four of the six corporate action plans are currently meeting the PI target/plan expectations. Two of the plans have improved but have not met the PI/Plan expectations – ‘Our People’ and ‘Vulnerable People’. Full details can be found in Appendix 1.

Programmes and Projects:

- 3.8 The alignment of the Building upon Success Programme to normal business is now complete with Directors having the accountability for projects within their respective Directorates.
- 3.9 The introduction of a new programme and project system is currently under investigation to provide a future framework to enable for the successful delivery of programmes and projects. This will include due consideration to the formal reporting structures for programmes and projects within the performance management framework.

Corporate Risk:

- 3.10 Corporate Risks are those risks that, if realised, would seriously affect the Service’s ability to carry out its core functions or deliver key objectives.

- 3.11 In accordance with the Corporate Risk Management Strategy, all risks maintained within the Corporate Risk Register have been reviewed by Senior Risk Owners in order to update the relevant triggers, impacts and control measures and determine a relevant risk score, if appropriate, based on assessment of likelihood and impact.
- 3.12 Following review of the relevant risk items, the risk rating level for nine of the risks remains unchanged at 'Medium'. Two risks, Risk 1 and Risk 5 have remain unchanged at 'High'.
- 3.13 A report of progress against our Corporate Risks is reported separately to the Audit Committee.

4. **EQUALITY IMPACT ASSESSMENT**

In preparing this report an initial Equality Impact Assessment is not required and has not been carried out. The matters contained in this report will not lead to a policy change.

5. **LEGAL IMPLICATIONS**

The course of action recommended in this report does not raise issues which should be drawn to the attention of the Authority's Monitoring Officer.

6. **FINANCIAL IMPLICATIONS**

- 6.1 The level of response, protection and prevention resources required to achieve the targets for the operational indicators shown in Appendix 1, were considered as part of the Authority's 2013/2014 budget setting process which established a total budget requirement of £107.224 million. As at the end of September 2013 actual expenditure was £49.6 million compared to a profiled budget of £51.3 million resulting in a £1.7 million underspend. Based on Best Value Accounting Code of Practice the estimated cost of staff engaged in prevention work, including an element for watch based firefighters for 2013/2014 is £15.7 million.

- 6.2 The cost of delivering services which contribute to the performance achievements comprise goods such as smoke alarms and staff time. The staff time includes those who are solely engaged in prevention work and watch based staff that provide emergency response as well as prevention services.
- 6.3 The full year budget for smoke alarms and other supporting materials in 2013/2014 is £322,500. Actual expenditure as at the end of September 2013 was £117,300. Expenditure for the second quarter is in line with the profiled budget.

BACKGROUND PAPERS

'The Plan 2013-16'

Strategic Objectives – Level 2 action plans

Corporate action plan updates

Corporate Risk 'Position Statements'

18 February 2013/14 Budget Setting Authority Paper

PHIL LOACH

CHIEF FIRE OFFICER

Key:-	
Green	Performance is meeting/exceeding the PI/Plan forecasts
Orange	Performance has improved but has not met the PI/Plan forecasts
Red	Performance has deteriorated and has not met PI/Plan forecasts

APPENDIX 1

Performance Summary 2013/2014

Quarter 2

Corporate Objective: <u>Advise & Enforce</u> We will advise & enforce on fire safety issues across the West Midlands to comply with fire safety legislation			
Overall Assessment of Performance: Performance is meeting/ exceeding the PI/Plan forecasts			
2012/2013 Actual Year To Date	2013/2014 Forecast Year To Date	2013/2014 Actual Year To Date	
PI 5 The number of accidental fires in non-domestic premises			
340	321	278	<ul style="list-style-type: none"> • There has been a reduction of 18.2% (62 incidents) compared to the same time period last year. • Cooking and electricity supply remain the two main causes accounting for 41.4% of all incidents. • Student hall of residence, old people's homes and nursing/care homes had the greatest number of fires caused by cooking. • General hospitals and pubs had the greatest number of fires caused by electricity supply. • Performance is meeting/exceeding the PI/plan forecasts

PI 11 The number of false alarm calls due to fire alarm equipment in non-domestic premises			
1633	1623	1449	<ul style="list-style-type: none"> • There has been a decrease of 11.2% (183 incidents) in the number of false alarm calls when comparing to Qtr 2 last year. • General hospitals, old people's homes and nursing/care homes accounted for 36.9% of all non-domestic false alarm calls. • Performance is meeting/exceeding the PI/plan forecasts

Level 2 Action Plan Summary:

- **Develop an overarching Risk Reduction Strategy** – a new fire safety 'strategic organisation and delivery' document has been produced which supports the overarching risk reduction strategy and sets out the function and organisation of legislative fire safety.
- **Implement centralised fire safety functions** – this work is now completed.
- **Introduce Location Independent Working (LIW)** – this work is more than 50% complete. LIW was introduced and had an initial evaluation in August. The review of the Risk Based Inspection Programme is underway with ICT, together with a mobile data gathering platform and interface.
- **Develop & Deliver a training package to support flexi-duty officers** – the groundwork to deliver this plan is complete and the work has now been delivered to Command Groups 3 & 5.
- **Fire Safety Training Officer to be trained to quality assure/internally verify fire safety competence** – ongoing dialogue to secure help from Academy staff to ensure this work is completed.
- **Influence the CFOA review of the National Fire safety Audit** – further meetings have taken place to drive forward a revised audit method. WMFS are currently fully involved in the CFOA process.

Performance Summary 2013/2014

Quarter 2

Corporate Objective: Anti Social Behaviour & Arson

We will improve the quality of life & economic prosperity of local communities

Overall Assessment of Performance:

Performance is meeting the PI/Plan forecasts

2012/2013 Actual Year To Date	2013/2014 Forecast Year To Date	2013/2014 Actual Year To Date	
PI 4 The number of arson fires in dwellings			
132	178	149	<ul style="list-style-type: none"> There has been an increase of 12.9% (17 incidents) when comparing with Qtr 2 for 2012/13, the numbers are still less than forecasted. Arson fires in dwellings starting in refuse stores/bin rooms or chutes have more than doubled from 11 incidents to 26. Performance is meeting/exceeding the PI/plan forecasts
PI 6 The number of arson fires in non-domestic premises			
85	127	98	<ul style="list-style-type: none"> Non-domestic arson fires have increased from 85 incidents in Qtr 1 & Qtr 2 of last year to 98 in the same period this year. The total year to date figure remains below the forecasted figure for this period. The number of non-domestic arson fires spreading from secondary fires has doubled from 7 last year to 14 this year to date. Performance is meeting/exceeding the PI/plan forecasts
PI 7 The number of arson vehicle fires			
289	427	358	<ul style="list-style-type: none"> An increase of 23.9% (69 incidents). The total year to date figure remains below the forecasted figure for this period. Performance is meeting/exceeding the PI/plan forecasts

2012/2013 Actual Year To Date	2013/2014 Forecast Year To Date	2013/2014 Actual Year To Date	
PI 8 The number of arson rubbish fires			
1408	2123	1607	<ul style="list-style-type: none"> • An increase of 14.1% compared to last year. • All boroughs with the exception of Solihull have experienced an increase. • Overall numbers are below the forecast. • Performance is meeting/exceeding the PI/plan forecasts
PI 12 The number of arson fires in derelict buildings			
112	160	103	<ul style="list-style-type: none"> • A reduction of 8% (9 incidents) compared to last year. • This is 35.6% below forecasted figures. • Performance is meeting/exceeding the PI/plan forecasts
Level 2 Action Plan Summary: <ul style="list-style-type: none"> • To review & enhance the effectiveness of referral schemes & protocols in place – with the establishment of the new commands it has been identified for protocols to be re-established, work on this has commenced and will continue through Qtr 3. • Use established protocols to horizon scan in each command – due to command restructure this has not been met in Qtr 2. • Work with partners to target & deliver Arson & ASB within each command – Good work is evidenced. In addition the Arson Task Force has developed further links with social landlords currently hosting West Midlands Social Housing Group quarterly meetings with representatives from all local authority social landlords who collectively manage 300,000 properties. • Integrate working practices of the Arson Task Force, Fire Safety Statistics – Arson Task Force are now actively engaged with the Government Agency Intelligence Network. This police led referral system where information is passed between partners seeking knowledge/history for known addresses and businesses in the West Midlands. 			

Performance Summary 2013/2014

Quarter 2

Corporate Objective: Dealing Effectively With Incidents

We will deliver a safe, economic, efficient and effective emergency response service

Overall Assessment of Performance:

Performance is meeting the PI/Plan forecasts

Level 2 Action Plan Summary:

- **Site Risk Survey** – a comparison has been carried out with seven Brigades. Collaboration on new look workbook with South Wales Fire & Rescue Services. The new Mobile Data Terminal front page has gone live.
- **Equipment & Technology** – there has been a large increase in research and development suggestions such as Animal grasper, personal CCTV, Trauma pack and defibrillator in flexible Duty System cars, Dragon speech software and K tool.
- **Exercises** – the report and review of exercise schedule including recommendations is completed. Improvement in exercise planning & increased use of multi agency partners at exercises.
- **Arrive to Perform** – the review of Arrive to Perform has been completed. Hazmats and Working at Height Arrive to Perform has gone live and the commissioning meeting has been held for the entrapped procedure.
- **Resilience Arrangements** – Steve Horsley has now been appointed to lead this objective forward. Industrial action contingency planning activity had a major impact on this objective this quarter.
- **Competitions** – a technical quiz has been launched which is open to all staff.
- **Joint Emergency Services Interoperability Programme** – trainers have been appointed to facilitate the training. WMFS have been identified as a national 'Pathfinder Brigade'.
- **Water Supplies** – agreement made that three Local Authorities will act on behalf of all and reach a collective agreement.

- **High Rise** – window plan trial across three Stations completed and feedback to be published. New Site Risk Survey High Rise workbook has been developed & ICT developer time has been agreed. The floor below branch has been successfully trialled.
- **Fire Control** – actions have been recorded against the shared fire control project.
- **Incident Command** – Incident Command master classes have now been delivered using a learner led approach. Situational Judgement Tests results are now being reviewed.
- **West Midland Ambulance Service Protocol** - Consultation complete on RED 1 incidents.
- **Extended Duration Breathing Apparatus** – the complete information will be available shortly after 31st October due to the debrief process timelines. No operational incident yet requiring use of EDBA, consider review of this when it is required.
- **Resource Management** – the risk based attendance matrix has been created. The Brigade Response Vehicle plan is rolled out to fit with the staffing profile.
- **Operational Orders** – No work has been done on this objective due to wider consideration of our adoption of one of two options for National Operational Guidance as referred to under the Water Rescue objective.
- **Command Support Vehicle** – the development bid to corporate Board has been approved. Moving forward against the refresh of the command support vehicle.
- **Operational Intelligence** – the debrief workbook has been reviewed. A training plan has been put in place to ensure the correct numbers of debrief officers to enable effective debriefs.
- **Reaction Times** – Delivery of the brand via the management briefing. There has been the launch of splash screens on reaction/response time.
- **Injuries** – Station injuries increased this quarter but nine of these were from one incident at Jayplas (Smethwick) and were minor. Station visits started in September to test and promote knowledge of the four key messages. The firefighters guide to risk assessment has been published, through Risk Critical Information.

- **Station Self Assessments** – All 14 original exercises tested and amended as required. 100% of Peer Assessments during the quarter included Practical Scenario. 11 new scenarios developed during the quarter.
- **Critical Incident Debrief** – Agreed new mobilising protocols. Agreeing recording system with Occupational Health around the debrief of personnel.
- **TRACS** – Agreement to use existing ICT system.
- **New Threats** – London Fire Brigade hazard and risk statements have been agreed by the FBU at national level, so progress in ongoing but slow.
- **Reliefs & Welfare** – welfare questionnaire results are being used to write recommendations. The draft proposal is 90% complete.
- **Water Rescue** – on hold awaiting outcome of National Operational Guidance review.

2012/2013 Actual Year To Date	2013/2014 Forecast Year To Date	2013/2014 Actual Year To Date	
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There are currently no Performance Indicators aligned to this Corporate Objective.

Performance Summary 2013/2014

Quarter 2

Corporate Objective: <u>Environment</u>			
Overall Assessment of Performance: Performance is meeting the PI/Plan forecasts			
2012/2013 Actual	2013/2014 Forecast	2013/2014 Actual To Date	
PI 21 To reduce our carbon emissions			
8669	8496	Annual Figure Only	
PI 22a To reduce gas use on stations (units are Mwh)			
17,847 mwh	14,659 mwh	4,866 mwh	<ul style="list-style-type: none"> Qtr 2 this year compared to the previous year shows a 3% decrease in gas across the Service. There are no stations that require exceptional reporting for gas.
PI 22b To reduce electricity use on stations (units are Mwh)			
6,250 mwh	5,988 mwh	2,550 mwh	<ul style="list-style-type: none"> Qtr 2 this year compared to the previous year shows a 10% reduction in electricity across the Service. There are 4 stations that need to be reported as exceptions, these are:- Foleshill, Canley, Stourbridge and Erdington.

Performance Summary 2013/2014

Quarter 2

Corporate Objective: <u>Health and Safety</u>			
Overall Assessment of Performance: Performance has improved but has not met PI/Plan forecasts			
2012/2013 Actual Year To Date	2013/2014 Forecast Year To Date	2013/2014 Actual Year To Date	
PI 19 The total number of injuries			
65	65	71	<ul style="list-style-type: none"> The total number of injuries reported is showing a 9% increase on the 2012/13 actual year to date and is above the forecast. This is due to 11 minor injuries being recorded at one incident (the Smethwick fire). One fifth of all injuries to date is a slip, trip or fall. 50% of injuries have occurred at incidents and 50% have occurred during routine activity and training.
PI 20 Total RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations)			
8	7	9	<ul style="list-style-type: none"> The number of more serious injuries remains relatively low although this is above forecast.

Performance Summary 2013/2014

Quarter 2

Corporate Objective: <u>Our People</u> We will develop a skilled, motivated and flexible workforce reflective of our community, who are focused on continually improving the services we provide to our community			
Overall Assessment of Performance: Performance has improved but has not met the PI/Plan forecasts			
2012/2013 Actual Year To Date	2013/2014 Forecast Year To Date	2013/2014 Actual Year To Date	
HR PI 17 The percentage of uniformed employees with a disability			
2.34%	2.27%	2.26%	<ul style="list-style-type: none"> A small number of uniformed staff with a disability are due to retire this year, and none of the current recruits have a disability, therefore it does not appear that the target will be met. Performance has deteriorated and has not met the PI/plan forecasts
HR PI 18 The percentage of non uniformed and Fire Control employees with a disability			
5.61%	6.01%	5.97%	<ul style="list-style-type: none"> Performance has improved but has not met the PI/plan forecasts
HR PI 19 The percentage of all employees with a disability			
3.20%	3.26%	3.17%	<ul style="list-style-type: none"> Performance has deteriorated and has not met the PI/plan forecasts

2012/2013 Actual Year To Date	2013/2014 Forecast Year To Date	2013/2014 Actual Year To Date	
HR PI 20 The percentage of women firefighters			
4.20%	4.7%	4.39%	<ul style="list-style-type: none"> The number of female uniformed staff has not changed (there are 70). Six of the new recruits are women, so we should meet the target of 4.7% by the end of the financial year. Performance has improved but has not met the PI/plan forecasts
HR PI 21 The percentage of uniformed employees from ethnic minority communities			
12.49%	12.35%	12.56%	<ul style="list-style-type: none"> Seven of the new recruits are from Black or minority ethnic communities, but eight BME uniformed staff are due to retire before the end of March 2014. Performance is meeting the PI/plan forecasts
HR PI 22 The percentage of non uniformed and Fire Control employees from ethnic minority communities			
15.65%	15.12%	16.18%	<ul style="list-style-type: none"> Performance is meeting the PI/plan forecasts
HR PI 23 The number of all employees from ethnic minority communities			
13.32%	13.08%	13.45%	<ul style="list-style-type: none"> Performance is meeting the PI/plan forecasts
HR PI 26 The average number of working days/shifts lost due to sickness – uniformed staff			
2.14	2.14	2.42	<ul style="list-style-type: none"> Uniformed sickness has increased by 13% compared to the same period last year. Since June 2012 there has been a steady increase in sickness with a notable increase in sickness due to mental health issues. Performance has deteriorated and has not met the PI/plan forecasts

2012/2013 Actual Year To Date	2013/2014 Forecast Year To Date	2013/2014 Actual Year To Date	
HR PI 27 The average number of working days/shifts lost due to sickness – non uniformed staff & Fire Control			
4.86	4.37	5.47	<ul style="list-style-type: none"> This has increased by 13% compared to the same period last year. Non-uniformed sickness varies more widely than uniformed sickness month on month. Performance has deteriorated and has not met the PI/plan forecasts
HR PI 28 The average number of working days/shifts lost due to sickness – all staff			
2.76	2.65	3.07	<ul style="list-style-type: none"> Performance has deteriorated and has not met the PI/plan forecasts
Level 2 Action Plan Summary: <u>Workforce Planning – Recruitment, Selection & Retention</u> Embed Pay & Grading Project to align IPDS for green book employees <ul style="list-style-type: none"> A series of 12 courses have been delivered targeted at green book staff at various locations. A new milestone is in place to develop Melio which will harmonise the approach to recording development between green and grey book employees. Implement the Progression Model for all of our people and evaluate it effectiveness <ul style="list-style-type: none"> Consultation has been concluded on both the green and grey book progression models. Launch of the Progression Model is planned for October/November. Predict future staffing levels and requirements and have effective plans for managing attrition, talent and for succession planning <ul style="list-style-type: none"> Workforce Planning information is now available on the intranet page. 			

Provide effective Health & Safety, Occupational Health and Wellbeing services that support people in work

- Pre employment screening for new entrant firefighters took place in August 2013. 40 individuals have successfully passed all elements of the medical with a further 15 individuals scheduled for medicals in October 2013.
- The costs of accidents has been completed, cost have fallen from over £2.5 million in 2005/06 to just under £2.2 million in 2012/13.
- Accidents overall are reducing in number, year on year.

Organisational Development & Cultural Change

Further develop the culture to enable greater freedom based around values and personal accountability

- Work started in September to develop the approach to Organisational Development for the Service. This will be presented to Principal Officers at the end of October early November.
- The Employee Opinion Survey is planned for January 2014.

Develop individuals using the IPDS framework to ensure that they have a clear understanding of what is expected from them and by equipping them with the skills, knowledge and experience (people, process and systems) to deliver sustainable improvements

- A Melio User Group has been formed and meetings are taking place.
- At the next meeting a 'storyboard' will be worked upon to supply to ICT for a new look and feel to the system.

Embed effective equality strategies, delivering our equality objectives to achieve equality outcomes

- A review of our performance against the Fire & Rescue Service Equality Framework, Excellence level is currently taking place. A progress update will be given to the Scrutiny Group in January.
- The review of Equality Objectives is unlikely to take place until we have received the quality of feedback from stakeholders.
- Our statutory duty to publish 'equality information' is on target and will be published by 31st January 2014.

Learning & Development

Provide career enrichment opportunities through secondments, work placements, mentoring, shadowing and other development initiatives

- A re-launch of the Adult Careers Service took place during June and July with workshops and drop in days at both HQ and the Academy.
- Two new Apprentices have been recruited for the Administration team, developing links with Gordon Franks Training.
- Currently there are Interns working with the Data Management Team, Chief Support Team and Marketing.
- We have completed a three week Future Leaders programme with three graduates working closely with Birmingham City Council and West Midlands Police.

- The review of Continual Professional Development has not been completed. The conclusion is that a whole review of the Services approach is required.

Employee Engagement**Upskill and support managers with managing change and engaging with employees and their representatives so that employee relations issues are managed at an early stage.**

- Discussions with the training provider and stakeholders have taken place to develop the course, its content and the delivery approach.
- The training has been developed in a modular approach that can be tailored to individual personal development relating directly to core skills for managers.
- The training will be delivered within the next reporting period.

Continue to embed the consultation framework in line with the Information, Communication & Engagement Regulations

- Discussions with the training provider and stakeholders have taken place to develop the course, its content and the delivery approach.
- The training has been developed in a modular approach that can be tailored to individual personal development relating directly to core skills for managers.
- The training will be delivered within the next reporting period.

Performance Summary 2013/2014

Quarter 2

Corporate Objective: Road Safety

We will improve the road safety through targeted action

Overall Assessment of Performance:

Performance is meeting/ exceeding the PI/Plan forecasts

2012/2013 Actual Year To Date	2013/2014 Forecast Year To Date	2013/2014 Actual Year To Date	
PI 15 The number of people killed and seriously injured in Road Traffic Collisions			
985	980	209 (Data not up to date)	<ul style="list-style-type: none"> • Current data is not complete so should only be taken as provisional data. • For the same period in 2012/13 the overall figure was 490, so initial figures lead us to believe that there is a decrease overall. • Fataals are still on the rise, for the first two quarters a total of 30 people have died on the roads of the West Midlands compared to 26 for the same period in 2012. • Due to a lack of funding from the West Midlands Road Safety Partnership and the local Road Safety authorities being cut, prevention work across the West Midlands area has been reduced. • Sandwell have not had a Road Safety team for the past 12 months and Coventry has had their team reduced to one member. • The West Midlands Road Safety Board has been removed. The Technical Officers Group now reports to the Integrated Transport Authority, an invite for membership will be sent to the Fire Authority forthwith.

Level 2 Action Plan Summary:

- A service level agreement has been agreed and signed for the delivery of the 'How Safe Are You' programme and the 'Your Choice on the Road' programme.

- The Road Casualty Reduction Team have worked in partnership with West Midlands Police to deliver Roadside Education days. The aim of these events is to provide Road Safety information to motorists who have been caught by the Police breaking the law.
- The Road Casualty Reduction Team is working in partnership with Solihull Road Safety in a project called Community Speed watch. Working with Solihull, WMFS volunteers track offenders speeding on Solihull roads. A letter is then sent to the offender explaining that they were caught speeding, that this is a warning and if caught again a fine would be issued.
- A new Alfresco site is being developed to allow best practice to be shared across WMFS.
- The Walsall Clinical Commissioning group (Health) has placed the Older driver's initiative on their agenda for November and our proposal is being considered.
- The Road Casualty Reduction Team have access to all Police Stat. 19 data, this is collected and supplied to all level 3 leads and Road Safety champions.
- The use of Facebook and Twitter to support campaigns has now been established.

Performance Summary 2013/2014

Quarter 2

Corporate Objective: Vulnerable People

We will improve the safety of our communities at risk from fire

Overall Assessment of Performance:

Performance has improved but has not met PI/Plan forecasts

2012/2013 Actual Year To Date	2013/2014 Forecast Year To Date	2013/2014 Actual Year To Date	
PI 1 The number of accidental fires in dwellings			
810	788	850	<ul style="list-style-type: none"> • There has been an increase by 4.9% when compared to last year. • Cooking remains the main cause of accidental dwelling fires (54.7%). • Fires caused by matches, candles, incense burners etc. have increased by 52.2% compared to last year (+12 incidents). • Electricity supply as the cause of accidental dwelling fires continues to decrease (-18.8%, from 101 to 82 incidents). • Performance had deteriorated and has not met PI/plan forecasts
PI 2 The number of injuries from accidental fires in dwellings (Taken to hospital for treatment)			
22	35	30	<ul style="list-style-type: none"> • The number of injuries has increased by 36.4% (8 injuries) • Injuries occurring at fires caused by cooking have more than doubled (from 6 to 13) and account for almost half of all injuries (43.3%). • Performance is meeting the PI/plan forecasts

2012/2013 Actual Year To Date	2013/2014 Forecast Year To Date	2013/2014 Actual Year To Date	
PI 3 The number of deaths from accidental fires in dwellings			
1	N/A	6	<ul style="list-style-type: none"> The number of deaths has risen from 1 to 5 when comparing to Qtr 2 2012/13. There have been no fatalities in Qtr 2 this year. Performance has improved but has not met PI/plan forecasts
PI 13 The number of Home Safety Checks point achieved by the Brigade			
31,840.57	75,000	41,841.50	<ul style="list-style-type: none"> Performance has improved but has not met PI/plan forecasts
PI 14 The percentage of Home Safety Checks delivered to those at high risk			
47.3% Based on 3 Points High Risk 28.1% Based on 4 Points High Risk 13.4% Based on 5 Points High Risk	40% Based on 5 Points High Risk	56.1% Based on 3 Points High Risk 36.8% Based on 4 Points High Risk 19.9% Based on 5 Points High Risk	<ul style="list-style-type: none"> Where the high risk points have been defined at 3, 4 and 5 significant continued improvements have been gained in comparison with the 2012/13 figures. This is still short of the 40% target. Performance has improved but has not met PI/plan forecasts

Level 2 Action Plan Summary:

- Still waiting for the new point's adjustment to be implemented by the Information Communication and Technology Department.
- There is still a backlog of 1,616 home safety checks compared to 2,000 at the end of Qtr 1.
- The Vulnerable Persons Workbook is now live and is being used by Vulnerable Person Officers to record additional actions and interventions.
- Commands continue to engage with Health and Wellbeing boards with a view to seeking formal representations.
- All Commands continue to support the work towards achieving Marmot status.
- Closer working with partner agencies such as Safeguarding Boards, Adult Social Care and Housing providers is enabling WMFS to track vulnerable people as they move.
- There has been a delay in the recruitment to the youth positions with the command teams. It is expected that these positions will be filled by Christmas with work commencing in January 2014.
- Campaign information is being shared with the social housing group so that Fire Kills Campaigns are communicated to tenants through their websites and newsletters.
- The use of Facebook and Twitter to support campaigns has now been established.